



Nelson
Pride in Service

AMBULANCE



ACCESS
Ambulance Service



CONNECTICUT
HANDI-VAN, INC.
A Handi-Van Transportation Service

208 Quinpiac Ave North Haven, CT 06473

To: ALL EMS CREWS
ALL DIVISIONS

Re: Proper Paperwork

It has occurred to me after conversation with Maggie and Pam, that we are not able to bill some of our medicare and Medicaid patients due to poor documentation. Per Saleem and Mark this needs to be addressed immediately because our billing effects future pay increase, profit sharing and the status of your 401k.

Medicare WILL NOT pay for ambulatory patients or DOCTORS appointments. As this effect a good portion of our ambulance patients we ask the following. Please document that ALL patients were moved by sheet lift to our stretcher, even if the patient was ambulatory writing such will make medicare deny the claim. Also for doctors appointments please document it as a Procedure, not a follow up or Doctor appointment. This will secure billing rights for these calls.

In addition some of you have not been getting billing info on calls to and from the Bendheim cancer center. I understand that some of you have been told by staff that Greenwich hospital pays for these calls, however it is our absolute right to bill for transportation, so please get the required info, and remember our office rounds mileage up, anything over 0.2 miles, rounds to a whole mile, document it as such. If no improvement is seen, immediate progressive discipline will follow, thank you for your help.

Denise Markavich
Director of Operations EMT-P AHA-I
Nelson/ Access Ambulance
Connecticut Handi-Van